

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
SOCIAL SERVICES PORTFOLIO
2015-16 Additional Estimates Hearings

Outcome Number: Cross Outcome - Across Programmes Question No: SQ16-000090

Topic: Correspondence

Hansard page: Written

Senator Carol Brown asked:

1. Does the Minister's office establish KPIs for the drafting of responses for correspondence by the Department? Are there different categories of correspondence with different KPIs?
2. Does the Department hold statistics on how many correspondences meet these standards? Do you know how many take 1 month to respond to; 2 months respond to etc?
3. When the last ministerial change took place (Morrison to Porter) how many draft responses had to be returned to the Department for redrafting for the new minister?
4. How long did it take for all these responses to be redrafted responses to be sent to correspondents?
5. Has the Minister's office give any specific direction to the department about dealing with correspondence from non-Government MPs and Senators?

Answer:

1. Yes.
2. The Department provides reports to the Minister's Office and to the Department's Executive on timeliness of correspondence. The Department does not have specific details on each piece of correspondence.
3. There were 635 pieces of correspondence returned to the Department. Not all correspondence returned to the Department was redrafted.
4. Timeframes for redrafting correspondence varied depending on the complexity of the issue and any changes to individual circumstances.
5. No.